

The CANS login screen. First time users will click the "First time users, click here..." link. Returning users will enter their Username and Password and click Sign In.

If you forget your password, click the "Forgot your password?" link.

Password Email - Windows Internet Explorer

Texas Department of Banking

Please enter your username and your password will be sent within a few minutes.

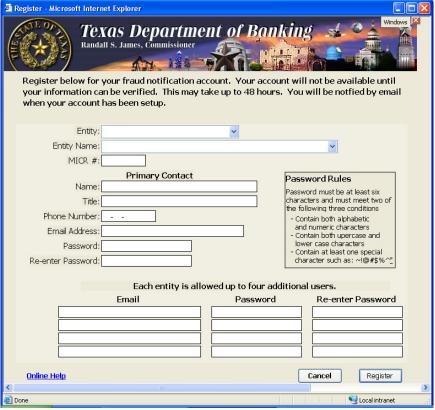
Username:

Submit Cancel

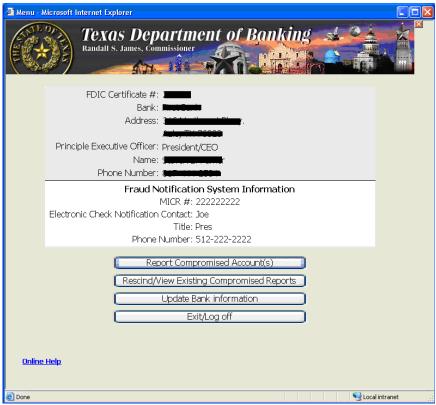
Online Help

For Customer Support, email us at cans@dob.texas.gov

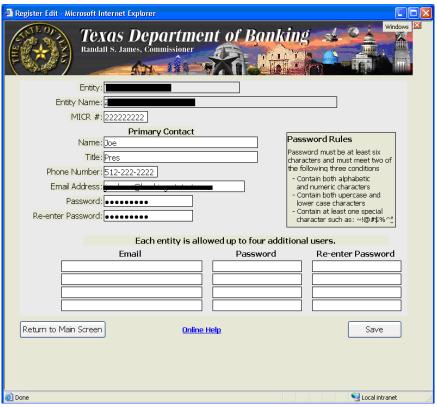
If you forget your password, enter your username and click the Submit button, your password will be emailed to you



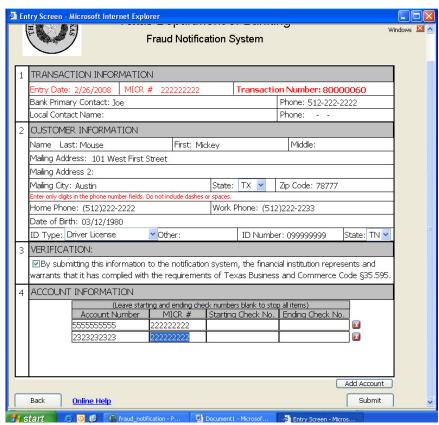
First time users will need to register. From the Entity drop down list, select your entity type. A list of all known entities for that type will be displayed. Select Entity Name, and fill in the remaining information. Note: passwords must be six characters or more, contain both upper and lower case and must either have a number or a special character. You will be allowed to enter up to four additional users.



After you log in, the main menu will be displayed. To report a new compromised account, select the "Report Compromised Account(s)" button. If you need to un-report an account, select "Rescind/View Existing Compromised Reports". If you want to change passwords or update any contact information, select "Update Bank information" button.

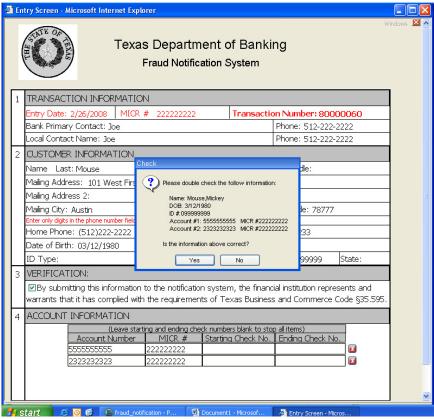


To update contact information or change passwords, select the "Update Bank information Button" and enter your changes. Only the Primary contact can update this information. If you are not the primary user you will be able to see the information, but will not be able to make any changes.

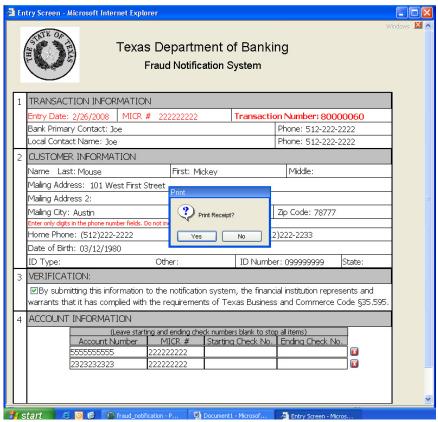


To report a new compromised account, select "Report Compromised Account(s)" button. Enter the information. Under section 1, the Local Contact Name or Phone number does not have to be entered unless it is different than the Primary Contact information. This information is sent to the Check Verification companies as a contact, in case they have a problem with the information.

In section 4, Account information, enter the account number, MICR# (some entities call this a bank routing number) and the starting check number and ending check numbers to be stopped. To stop all checks on this account, leave the starting check number and ending check number fields blank. If there are multiple accounts to report, click the "Add Account" button. This will give you an additional line to enter the account information. If you want to delete an account, click the red "X" on the line to delete. After all information is entered, click the "Submit" button.



After the "Submit" button is clicked, you will be prompted to double check several items, check to make sure all the numbers were entered correctly and click "Yes".



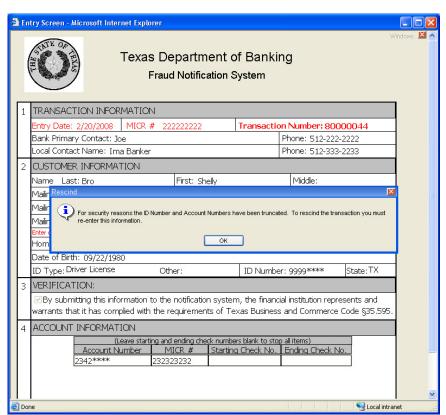
You will be prompted if you would like to print a receipt. Click "Yes" and a receipt will be generated.



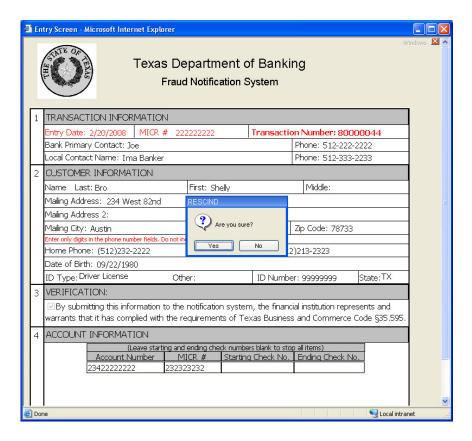
The receipt will be created in Adobe Acrobat. You must have Acrobat installed on your computer. Please note that the receipt will be opened in a new window. The window may be opened behind the application window.



If a mistake was entered you have the option to Delete/Rescind the transaction. Click the "Rescind/View Existing Compromised Reports" button. You will see a list of all the transactions that your institution reported. Find the appropriate transaction and click the row to open the transaction window.



If information is entered incorrectly you will need to rescind the transaction and re-enter a new transaction. If you catch the error the same day the transaction will be deleted and the information will not be sent to the check verification companies. After that the system will send a "Delete" entry. For security reasons ID and Account numbers are truncated in our database, you must re-enter the information before the system will allow you to send. Update the information and click the "Rescind" button.



You will be prompted to print a receipt. Click "Yes" and a receipt will be generated. The receipt will be created in Adobe Acrobat. You must have Acrobat installed on your computer. Please note that the receipt will be opened in a new window. The window may open behind the application.

Note that the application has been written for Internet Explorer 7.0 or newer, if you are using Internet Explorer 6.0, Firefox, or Netscape you may see the below message. To remove this message upgrade and use Internet Explorer 7.0.

